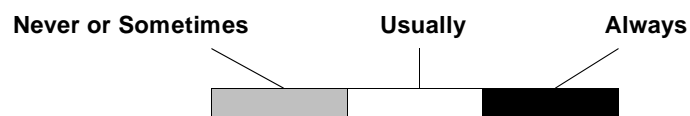


Doctors Who Communicate

This chart summarizes the responses to survey questions 27, 29, 30, and 31 contained in the composite, "Doctors Who Communicate." Individual question-level responses immediately follow.



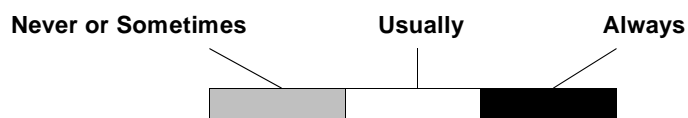
WA State FFS Child Responses (n=804)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

Doctors Who Communicate

Q27. "In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?"



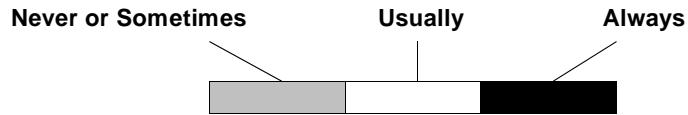
WA State FFS Child Responses (n=800)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

Doctors Who Communicate

Q29. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"



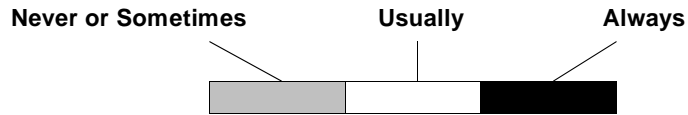
WA State FFS Child Responses (n=801)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

Doctors Who Communicate

Q30. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



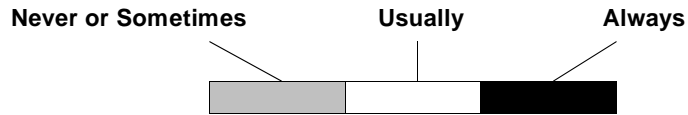
WA State FFS Child Responses (n=796)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

Doctors Who Communicate

Q31. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



WA State FFS Child Responses (n=791)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.